THE STATE
of **ALASKA**
GOVERNOR BILL WALKER

Department of Administration

Enterprise Technology Services
Messaging and Directory Team

Email Archiving Policy Guidelines for Non-Executive Employees

Email Archiving Policy Guidelines for Non-executive Employees

This applies to YOU if you are a non-executive employee as defined in the Email Retention Policy, effective August 7, 2009. You will have retention tags for 1, 3, 5, 7 and 10 years. All HSS folders will be set to 6 year retention by default and include a 6 year retention tag to meet HIPAA requirements.

Under AS 40.21 (Management & Preservation of Public Records) and 4 AAC 59.005 (Retention & Preservation of Electronic Records) all state departments administer their records per records retention schedules in accordance with business - operational/administrative/fiscal and legal requirements. Email is retained by content according to these schedules. The records retention schedules are available at: http://archives.alaska.gov/records_management/records_management.html

The Email Retention Policy requires that all non-executive employees' email will be deleted after 1 year if it is not archived by moving the email into an archive folder.

Non-executive employees have 5 Retention Tags: 1 Year Delete, 3 Year Delete, 5 Year Delete, 7 Year Delete and 10 Year Delete. HSS Non-Executive employees will have an additional tag for 6 years. Although most email is short-lived, a small percentage of users who require a Long-term tags can request 25 Year Delete, 50 Year Delete or Permanent tags from their Division Director and Agency Records Officer. Email classification schemas may parallel paper-based file plans.

Exchange and Office 365 have a feature that allow users the ability to manage the amount of time a message is retained in a folder, **Retention policy**.

- **IMPORTANT:** There are some folders with retention policies that cannot be modified within the State of Alaska's implementation of Office 365 and Exchange On-Prem. These include: **Inbox**, **Deleted Items**, **Sent Items**, **Drafts**, and **Junk Email** folders.

Using retention tags users will be able to mark how long messages are retained for entire folders or individual messages.

What are the default retention policies?

Retention policies and tags are preset for every email account. Some folders/items have retention tags assigned by default (and may not be modified) and some can be controlled by the user. Other than the Inbox, Sent Items, Calendar, Deleted Items and Junk Email folder, most of the default folders (eg. Drafts, Outbox, and other folders you may have created) retain messages indefinitely. Messages within Junk Email folder are deleted automatically after thirty days of being placed within this folder. The Inbox and Sent Items Folder is setup to delete items after one year.

If you do not find a message within one of these folders you may be able to recover it.

Retention of Messages in the Deleted Items Folder

When a user deletes an email or shortcut, it is moved to the Deleted Items folder. The Outlook icon for the Deleted Items folder is a trash can. Email in the Deleted Items folder are permanently deleted after 7 days.

Here is a listing of current retention policies available for all employees who are not executives or have waivers for additional tags:

Retention Policy
- 1 Year Delete (1 year)
- 10 Year Delete (10 years)
- 3 Year Delete (3 years)
- 5 Year Delete (5 years)
- 7 Year Delete (7 years)
- Use Folder Policy
- More Retention Policies...

Note: There is no default retention policy for Outlook – all untagged folders and email within those folders will be indefinitely retained unless the owner takes some action on it. The following policies will be applied:

Sent & Received Email	If subject to retention requirement email must be tagged with the proper retention tags or in a folder with a retention tag applied within 1 year before it is removed. If subject to multiple retention parameters, it will use an explicit retention tag over the folder retention period. All HSS folders will be set to 6 year retention by default.
Un-Tagged Items in Inbox or Sent Items	Deleted after 1 year unless tagged. All HSS folders will be set to 6 year retention by default.
Deleted Items	Cleared after 7 days.
Retention Choices	1, 3, 5, 7, 10 YEAR. Long-term (25-Year, 50-Year, Permanent) with approved waiver. All HSS folders will be set to 6 year retention by default.
Subfolders	Inherit parent folder retentions when specified.
Calendar Items	Calendar items are retained for 5 years then deleted.
All other Folders	Default for all folders unless mentioned above or specifically tagged is indefinite. HSS is set to 6 years for all folders and items by default.
Skype for Business	All conversations must be tagged with the proper retention tags.

FOR ASSISTANCE
http://archives.alaska.gov/records_management/records_management.html
Record Retention: karen.gray@alaska.gov
Legal: pam.post@alaska.gov

What is a retention tag?

A retention tag contains a definition of a time limit, called the retention period, and an action to be taken once the limit is reached. The tags are intended to be applied to folders and items in a mailbox. The retention period is the length of time after an item arrives or is created before an action is taken for email.

What is a retention policy?

Retention policies allow you to group retention tags and apply them to users. Different retention policies can be applied to different users.

Types of retention tags - there are three types of retention tags:

Default policy tags

> DPTs apply to untagged mailbox items in the entire mailbox. Untagged items are mailbox items that don't already have a retention tag applied, either by inheritance from the folder in which they're located or by the user.

Retention policy tags

> RPTs apply retention settings to default folders such as the **Inbox**, **Deleted Items**, and **Sent Items**. Mailbox items in a default folder that have an RPT applied inherit the folder's tag. Users can't apply or change an RPT applied to a default folder, but they can apply a different tag to the items in a default folder.

Personal tags

> Personal tags are available to Outlook 2016/2013 and Outlook on the web users as part of their retention policy. Users can apply personal tags to folders they create or to individual items, even if those items already have a different tag applied. In Outlook 2016/2013 and Outlook on the web, personal tags with the **Delete and Allow Recovery** or **Permanently Delete** actions appear as **Retention Policy**, as shown in the following figure.

For further retention details on specific folders/items, please review the following references:

- Retention tags and retention policies
- How retention age is calculated

What happens to messages that are removed?

A retention policy may permanently delete messages, or it may move them to your **Deleted Items** folder. If the retention policy description says **Delete (Temporarily recoverable)** you can use **Recover deleted items** to recover the messages. The default period is 30 days for email accounts.

When you recover an item that was removed by a retention policy, you have to either put it in a folder that doesn't have a policy associated with it, or remove the policy from that item after you recover it; otherwise, the item may be removed again.

What else do I need to know?

- You can't manage retention policies for your Calendar.
- Retention policies are created and managed by the ETS Messaging and Directory support staff.
- Retention policies run daily.